



Office of Statewide Health Planning and Development

Healthcare Workforce Development Division

400 R Street, Suite 330
Sacramento, California 95811-6213
(916) 326-3700
Fax (916) 322-2588
www.oshpd.ca.gov

**SITE VISIT REPORT**

Merritt College, Associate Degree Nursing Program

Report completed by: Manuela Lachica

Date: April 15, 2009

Time: 11:00 a.m. – 2:15 p.m.

Location: Merritt College
12500 Campus Drive
Oakland, CA 94619

Discussion: Kathleen Bauer, R.N., completed the site visit tool and met with staff to review the site visit tool. Dr. Dawn S. Williams Program Director joined the site visit and provided a tour of the nursing program.

Staff also met with Linda Berry, Vice President of Educational Services for Merritt College and Didi Augustus, R.N. Simulation Lab Instructor.

Site Tour: Song-Brown staff toured the Department of Nursing at Merritt College, the Simulation laboratory and the new large instruction room. Staff was unable to tour the clinical training sites off campus because of a scheduling problem. However, staff did observe the students in the skills lab learning the proper way to withdraw insulin from a vial.

Findings: Staff spent a lot of time discussing the letter from the Class of 2010 with Dr. Williams and Kathy Bauer. Staff is comfortable that the issue was resolved as well as possible. Dr. Williams and Ms. Bauer are very dedicated to the Associate Degree Nursing Program at Merritt College and work with a very diverse population of students. The majority of students are from an underserved background and return to those areas upon graduation.

Attachments None

SONG-BROWN HEALTHCARE WORKFORCE TRAINING PROGRAM SITE VISIT EVALUATION REVIEW

REGISTERED NURSE EDUCATION PROGRAM: Merritt College Associate Degree Nursing Program

Date of Site Visit: April 21, 2009

Site Review Staff: Manuela Lachica, Song-Brown Program Director and Konder Chung, Chief Access to Care Section

Names and Titles of Persons Interviewed:

Dawn Williams, Program Director, Kathy Bauer, Instructor, Linda Berry, Vice President of Educational Services, Rebecca Kenney, Dean

Site visit questions relate to the Song-Brown Healthcare Workforce Training Act Standards for Registered Nursing Education Programs, established by the California Healthcare Workforce Policy Commission, pursuant to Health and Safety Code 128200, et seq. Each training program standard is presented in italics:

Section I. *Each Registered Nursing Education Program approved for funding under the Song-Brown Healthcare Workforce Training Act (hereinafter "the Act") shall be operated by an accredited California School of Nursing or shall be approved by the Regents of the University of California or by the Trustees of the California State University and Colleges, or shall be approved by the Board of Registered Nursing pursuant to Section 2834-2837, Article 8, Chapter 6, Div. 2, of the Business and Professions Code, or the Board of Governors of the California Community Colleges, and that is approved by the Board of Registered Nursing.*

The following questions relate to Section I of the Training Program Standards:

1. Is the education program operated by an accredited California School of Nursing?

Yes ☒ No ☐ N/A ☐

2. Has the program been approved by one of the following entities?

The Board of Registered Nursing?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input type="checkbox"/>
The Board of Governors of the CA Community Colleges?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input type="checkbox"/>
The Trustees of the California State University?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>	N/A	<input type="checkbox"/>
The Regents of the University of California?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>	N/A	<input type="checkbox"/>

3. What is the NCLEX first time pass rate? 92-100% in the last four years.

4. What is the overall NCLEX pass rate? 100%

5. How many students do you train each year? Approximately 125-150 in the Fall and 85-100 in the Spring

Comments: Despite developing many support services for students, the program continues to have an attrition rate of about 40-50% of students in the first semester of the program.

Section II. *Each Registered Nursing Education Program approved for funding under the Act shall include a component of education in medically underserved multi-cultural communities, lower socioeconomic neighborhoods, or rural communities, and shall be organized to prepare registered nursing services in such neighborhoods and communities.*

The following questions relate to **Section II** of the Education Program Standards:

1. Does the education program include a component of training in medically underserved multi-cultural communities, lower socioeconomic areas, or rural communities (hereinafter “component of training”) that is organized to prepare registered nurses for services in such neighborhoods and communities?

Yes ☒ No ☐ N/A ☐

If no, provide comments:

2. Describe the location of the education program’s “component of training”?
Check which category(ies) apply:

Training Site Name and Address	Medically Underserved Multi-cultural Community	Lower Socio- Economic Area	Rural Area	None of the Above
Alameda County Medical Center Highland Campus 1411 E. 31 st Street Oakland, CA 94602-1018 OSHPD ID # 106010846	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alta Bates Summit Medical Center Alta Bates Campus – Berkeley 2450 Ashby Avenue Berkeley, CA 94705 OSHPD ID # 106010739	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Continued on next page:

Training Site Name and Address	Medically Underserved Multi-cultural Community	Lower Socio- Economic Area	Rural Area	None of the Above
Children's Hospital & Research Center 747 522 nd Street Oakland, CA 94611 OSHDP ID # 106010776	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kaiser FND Hospital Oakland Campus 280 W. MacArthur Blvd Oakland, CA 94611 OSHDP ID # 106010856	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kaiser FND Hospital Richmond Campus 901 Nevin Richmond, CA 90804 OSHDP ID # 106074093	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kindred Hospital San Francisco Bay Area 2800 Benedict Drive San Leandro, CA 94577 OSHDP ID # 106010887	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alameda County Medical Center 15400 Foothill Blvd San Leandro, CA 94578 OSHDP ID # 106010811	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kaiser FND Hospital Richmond Campus 901 Nevin Avenue Richmond, CA 94801 OSHDP ID # 106074093	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alameda Hospital 2020 Clinton Street Alameda, CA 94501 OSHDP ID # 106010735	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
UCSF Medical Center 505 Parnassus Ave. San Francisco, CA 94122 OSHDP ID # 106381154	<input type="checkbox"/> Unknown	<input type="checkbox"/> Unknown	<input type="checkbox"/> Unknown	<input type="checkbox"/> Unknown

Kaiser Post Acute Care Center 1440 168 th Avenue San Leandro, CA 94578 OSHPD ID # 206010914	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Over 95 % of the clinical training takes place in institutions that serve medically underserved multi-cultural communities and lower socioeconomic areas.

3. Are all of the program's students required to spend part of their education in patient care in the "component of training"?

Yes ☒ No ☐ N/A ☐

Did the site review include a visit to the "component of training"?

Yes ☐ No ☒ N/A ☐

Comments: The date and time of the site visit changed twice making it difficult to arrange a site visit to the clinical agencies.

4. Check all applicable categories that describe the "component of training"?

Site Designation*					
Name of Training Site	Non-Profit Hospital	Private Hospital	VA Facility	County Facility	Government Owned or Operated Facility
Alameda County Medical Center Highland Campus 1411 E. 31 st Street Oakland, CA 94602-1018 OSHPD ID # 106010846	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Alta Bates Summit Medical Center Alta Bates Campus – Berkeley 2450 Ashby Avenue Berkeley, CA 94705 OSHPD ID # 106010739	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Children's Hospital & Research Center 747 522 nd Street Oakland, CA 94611 OSHDP ID # 106010776					
Kaiser FND Hospital Oakland Campus 280 W. MacArthur Blvd Oakland, CA 94611 OSHDP ID # 106010856	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kaiser FND Hospital Richmond Campus 901 Nevin Richmond, CA 90804 OSHDP ID # 106074093	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kindred Hospital San Francisco Bay Area 2800 Benedict Drive San Leandro, CA 94577 OSHDP ID # 106010887	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alameda County Medical Center 15400 Foothill Blvd San Leandro, CA 94578 OSHDP ID # 106010811	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Kaiser FND Hospital Richmond Campus 901 Nevin Avenue Richmond, CA 94801 OSHDP ID # 106074093	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alameda Hospital 2020 Clinton Street Alameda, CA 94501 OSHDP ID # 106010735	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
UCSF Medical Center	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

505 Parnassus Ave. San Francisco, CA 94122 OSHPD ID # 106381154					
Kaiser Post Acute Care Center 1440 168 th Avenue San Leandro, CA 94578 OSHPD ID # 206010914	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional comments relating to compliance with Section II of the Standards (optional):

Section III. *Appropriate strategies shall be developed by each education institution receiving funds under the Act to encourage Registered Nurses who are educated in the education program funded by the Act, to enter into practice in areas of unmet priority need for primary care family physicians within California as defined by the California Healthcare Workforce Policy Commission (hereinafter referred to as “areas of need”). Such strategies shall incorporate the following elements:*

- A. *An established procedure to identify, recruit and admit registered nursing students who possess characteristics which would suggest a predisposition to practice in areas of need, and who express a commitment to serve in areas of need*
- B. *An established counseling and placement program designed to encourage education program graduates to enter practice in areas of need.*
- C. *A program component such as a preceptorship experience in an area of need, which will enhance the potential of education program graduates to practice in such an area.*

The following questions relate to **Section III** of the Education Program Standards:

1. Does the program have an established procedure to identify, recruit and admit registered nursing students who possess or express the following characteristics?

- a) A predisposition to practice in areas of need? Yes ☒ No ☐ N/A ☐
- b) A commitment to serve in areas of need? Yes ☒ No ☐ N/A ☐

c)

The majority of the student's come from medically underserved populations and lower economic population. The student population is highly diverse. About 75 to 80 % of the students admitted come from minority groups. Similarly, about 75 to 80% of the programs graduates represent minority groups. The majority of the students come from Oakland and

surrounding areas. They have struggled with poverty and unemployment. Many of the students speak English as a second language or are first generation who seek to improve their social and economic status through higher education. The vast majority of the graduates stay in the Oakland community.

2. Check all applicable categories that describe the established procedure referenced in Section III of the Education Program Standards (above):

- a) Mission statement speaks to graduate deployment Yes ☒ No ☐ N/A ☐
b) Website emphasizes underserved areas, populations Yes ☒ No ☐ N/A ☐
c) Promotion of mission in interviews of training program applicants Yes ☐ No ☒ N/A ☐ *
d) Weighting of underserved goals affecting ranking of applicants Yes ☐ No ☒ N/A ☐ *
e) Special emphasis on recruiting registered nursing students from local community Yes ☐ No ☐ N/A ☒ *
f) Developing core faculty with experience in underserved practices Yes ☒ No ☐ N/A ☐
g) Formally promoting registered nursing careers in high schools, colleges Yes ☒ No ☐ N/A ☐

The majority of the students come from the Oakland area community. In order to comply with the mandates of the California Community Colleges Chancellor's Office., the program is unable to utilized underserved goals in ranking, recruiting, or interviews. None the less, the program has one of the most diverse student population in pre-licensure registered nursing programs in the state.

3. Describe the portion of the curriculum geared towards cultural competency.
a) If cultural competency training is not provided in the program explain why.

Cultural competencies is integrated throughout the ADN Curriculum. Students must demonstrate cultural competency for each clinical course in the curriculum. Additionally, it is discussed in the Law and Ethics course.

4. Does the program have an established counseling and placement program designed to encourage nursing education program graduates to enter practice in areas of need?

Yes ☒ No ☐ N/A ☐

Each year, before graduation, nurse recruiters from agencies that provide services to underserved populations are invited to meet with the graduating students.

Additionally, in their last semester of the program, all of the students receive clinical experiences that provide services to underserved minorities. Many students are recruited by the hospital where they have their advanced course.

Does the program provide any type of support services for students?

- ☒ NCLEX Preparation -- Define the nature of your NCLEX
- ☒ Skills Lab preparation in space provided
- ☒ Tutoring below.
- ☒ Mentoring
- ☐ Safety Issue

NCLEX PREPARATION

The program has obtained funding for the last three years to pay for all of the graduates to obtain NCLEX Preparation from Kaplan, one of the leaders in NCLEX Preparation. The students must commit to attending all of the sessions, to arrive on time and not leave early.

MENTORING AND TUTORING

The program provided a special program entitled the Kaiser Permanente Bridge to Nursing during the summer prior to admission in 2007 and 2008. This program consisted of three weeks of classes to improve and prepare students for reading nursing textbooks, mathematics-drug dose calculations, study skills, test taking skills, organizations skills, and an overview of fundamentals. The fundamental textbooks were purchased for the students who attended this portion of the program. This was followed by five weeks of drop in tutoring in reading, mathematics-drug dose calculations, practice exams on nursing fundamentals. During the first year of this program, attendance and participation was very high, there was a significant drop in attrition. The second year it was offered, attendance and participation was down. Students for some reason, did not feel that they needed this preparation. There was no increase in retention with this group.

In addition to the Bridge Program the fundamental faculty offered tutoring and mentoring. Most of the students did not take advantage of tutoring and mentoring until it was too late to turn around their grades. Faculty also went over every exam with students.

OPEN SKILLS LAB

The ADN Program offers an open skills lab. Students can drop in to practice skills and can be referred to the open skills lab by their clinical instructors. The open skills lab is staffed by qualified nursing faculty members. The lab hours vary depending on the schedule of the students in the program. The skills lab is open and staffed on days, evenings and weekends, all lab hours are posted for students.

SIMULATION LAB

The Sim lab was started in 2009 and was incorporated into the student's clinical schedule. The Sim Lab is staffed by highly trained faculty. The Sim Lab is housed in a separate portable building. The program owns two adult Sim Man and one Baby Sim. The program also ordered a custom made black Sim Man to help students include cultural diversity. The Black Sim Man was manufactured with special prepared latex..

Are these services free to the students?

Yes ☒ No ☐ N/A ☐

5. Check all applicable categories that describe the established counseling and placement program referenced in Section III of the Education Program Standards (above):

- a) Faculty advisors/hospital management promote practice Opportunities Yes ☒ No ☐ N/A ☐
- b) Coordination with Health Professions Education Foundation's RN education scholarships and loan repayment Yes ☒ No ☐ N/A ☐
- c) Coordination with community healthcare employers in recruiting program graduates Yes ☒ No ☐ N/A ☐
- d) A program matching registered nurses with underserved areas Yes ☐ No ☐ N/A ☐

Additional comments relating to compliance with Section III of the Standards (optional):

Song-Brown Program questions:

1. What is the ratio of faculty to students during clinical training? 10 to 8 students to 1 faculty member.

2. Is the faculty member at the clinical training site with the students? The clinical training site at UCSF is a pediatric observation, program faculty are not present at this site.

3. If applicable, how do you feel your program benefited from Special Program funding?

The program used the funding to pay for long term substitutes. The long term substitute allowed the program to admit 10 additional students into the program. As the BRN requires that there not be more than 50% of the faculty to be part time faculty, this grant allowed us to increase enrollment without violating BRN requirements regarding full time and part time faculty ratios.

The following are general questions relating to the administration of the Song-Brown Registered Nursing Education Program:

1. Do you have any concerns about any of the following processes established for the administration of the Song-Brown Act?

- | | | | | | | |
|---|-----|--------------------------|----|-------------------------------------|-----|--------------------------|
| a) The application for Song-Brown funds: | Yes | <input type="checkbox"/> | No | <input checked="" type="checkbox"/> | N/A | <input type="checkbox"/> |
| b) The oral presentations to the Commission: | Yes | <input type="checkbox"/> | No | <input checked="" type="checkbox"/> | N/A | <input type="checkbox"/> |
| c) The contract process: | Yes | <input type="checkbox"/> | No | <input checked="" type="checkbox"/> | N/A | <input type="checkbox"/> |
| d) The invoice process | Yes | <input type="checkbox"/> | No | <input checked="" type="checkbox"/> | N/A | <input type="checkbox"/> |
| e) Staff's ability to provide technical assistance: | Yes | <input type="checkbox"/> | No | <input checked="" type="checkbox"/> | N/A | <input type="checkbox"/> |
| f) RNSA methodology: | Yes | <input type="checkbox"/> | No | <input checked="" type="checkbox"/> | N/A | <input type="checkbox"/> |

2. Is there any information about the Registered Nursing Education Program not covered by the above questions that should be noted or included with this site visit report?

No

If yes, please comment: _____